

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Case No. 13253US01

PATENT

In the Application of:

MICHAEL H. D'AMICO et al.

Serial No.: 09/982,244

Filed: October 17, 2001

For: GAMING SYSTEM CUSTOMER
SERVICE TECHNIQUES

Examiner: Julie K. Brockett

Group Art Unit: 3713

Confirmation No.: 7628

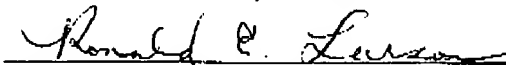
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CERTIFICATION OF FACSIMILE TRANSMISSION

I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office (FAX No. 703-872-9303) on January 26, 2004.


Ronald E. Larson, Esq., Reg. No. 24,478

SECOND AMENDMENT
AFTER FINAL UNDER 37 CFR § 1.116

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action dated November 25, 2003, kindly amend the above-identified application as follows. This amendment is being filed within two months of the Office Action pursuant to 37 CFR 1.136(a) (the two month due date having fallen on a Sunday and this amendment having been filed on the next business day).

Do Not
Erase
2-7-04

AMENDMENTS TO THE SPECIFICATION

None.